












SOLAR DE LA PLAZA HOTEL is a four-star boutique hotel in the historic centre of Salta which provides accommodation, event organisation and gastronomic services with a colonial, sophisticated and personal style.

The Management of SOLAR DE LA PLAZA HOTEL has decided to implement an **Integrated Management System** based on ISO 9001:2015 and ISO 14001:2015 standards. This system aims to organise the company's operations according to four basic pillars of excellence: high-quality service, guest satisfaction, care of the environment and continuous improvement.

To this effect, SOLAR DE LA PLAZA HOTEL is committed to:

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|  Continually improving the Integrated Management System for better environmental performance and service quality, as a responsibility of all SOLAR DE LA PLAZA HOTEL staff members. |  Prioritising the quality of service through customer service, continuously improving customer satisfaction. |
|  Establish the fulfillment of legal requirements and others as priority, maintaining applicable up-dated norms and doing periodical tests for their fulfillment. |  Train and sensitize the staff on organization so as to obtain their qualification to comply with the policy chosen. |
|  Preventing and minimising negative impact on the environment while maximizing positive effects. |  Commit ourselves with sustainable development in its three dimensions: Environmental, socio cultural and Economic. |
|  Protecting the environment, including pollution prevention and other specific commitments relevant to the context of the organization. |  Use natural resources responsibly and guarantee the adequate final disposal of garbage. |
|  Complying with the principles of Sustainable Tourism. |  Planning, executing, reviewing and improving the Integrated Management System, keeping the internal and external context of the organization in mind at all times. |
|  Ensuring safety and health in the establishment. | |

The quality and the commitment with the environment's protection imply everybody's taking part and cooperating, so this Policy will be informed to all the staff for their knowledge and understanding.

Management
Salta, October 10th, 2019

